



The Problem:

- \$33M of unnecessary damage in Ontario.
- 82% is caused by failure to obtain locates
- Most people locate gas, hydro but often omit other services: “safe depth ” illusion.
- One Call jurisdictions have 55% to 77% less damage events than Ontario.
- Each damage event incurs cost, liability and puts employees and the public at risk

(Data from ORCGA D.I.R.T report and Deloitte Report)

The Solution: a One Call Centre

- Receives locate request **calls, emails, faxes** from excavators/homeowners
- Comprehensive, standardized protocols ensure accuracy and completeness.
- Compares excavation plans to infrastructure maps, owner's instructions
- Using owners' information/maps, filters out non-essential locates

The Solution: a One Call Centre

- Centre produces “orders” for essential locates, on each member’s behalf
- Passes this information on to utilities in the excavation area and/or their 3rd party Locating Contractor, or other.
- Functions 24 hours per day, 7 days a week, 365 days per year.

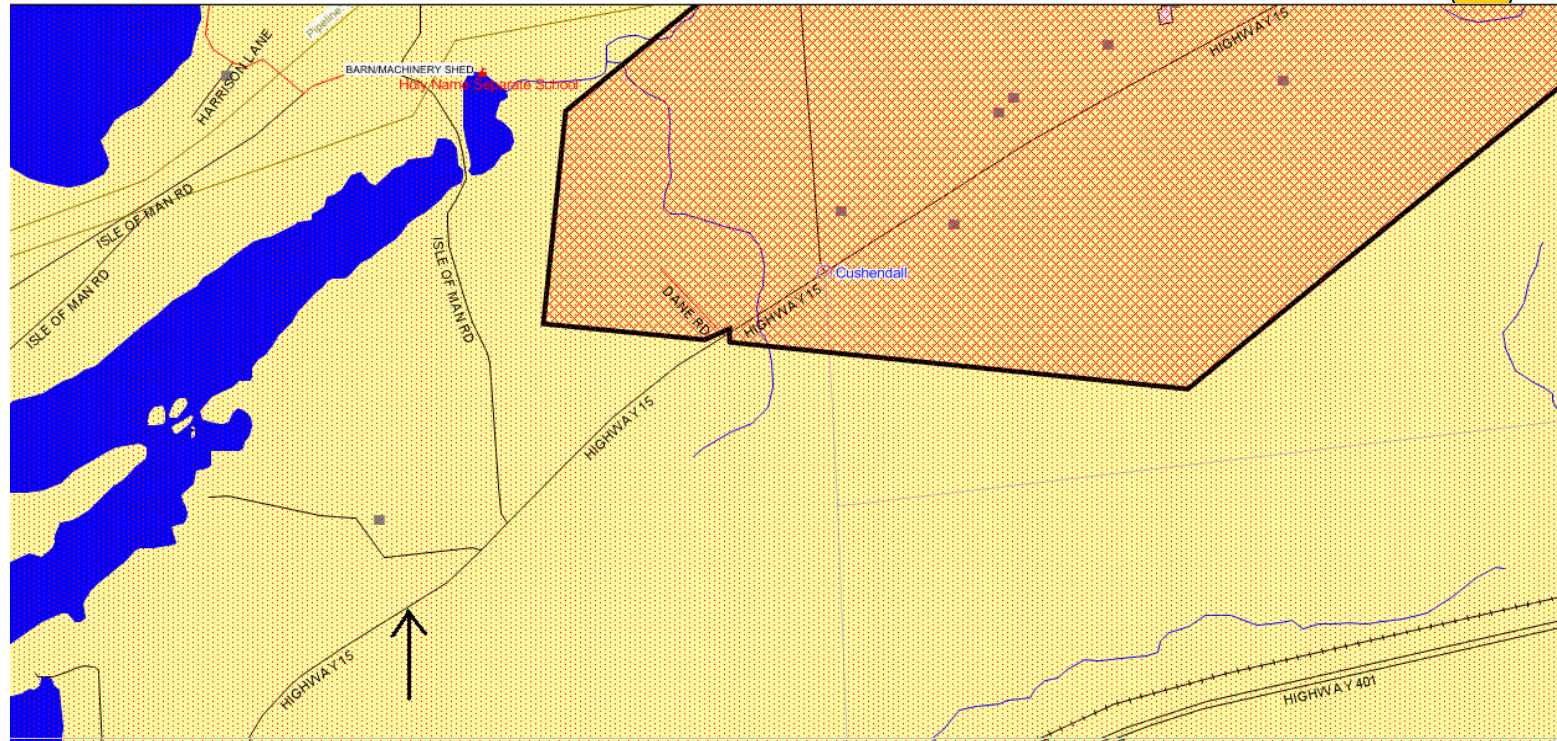
Ontario One Call

- Databases of **150+** owners of facilities registered
- Union Gas, Enbridge Gas and Bell.
- All sectors
- Member's database includes:
 - GIS/Mapping Polygon of buried Infrastructure
 - Customized Business Rules for each Member

Mapping

- Accept **any** level of detail from legacy drawings to ESRI, CAD or other formats
- Expand/ limit the locate area to compensate for variation in mapping definition/accuracy
- Member's layer integrated into overall system
- Update online at any time
- ON1Call includes 4 hours p.a. to integrate changes

Mapping – CSR view



Polygon shows areas where at least one type of plant is buried.

Customized Business Rules

- Possibilities:

- Geographic location
- Type of Property
- Type of Activity
- Method of excavation
- Class of excavator
- Agreements between infrastructure owner and contractor
- Time of Day
- Day of week
- Holidays
- Recipients of notification
- Urgency of Locate

Some examples are...

All Clear

- Location specific
- Generates a record but no locate is required or transmitted
 - Ex: All Work east of Highway 11 is clear

	BCOE01	PROMARK FOR BELL CANADA (BCOE01)
	UGOE01	PROMARK FOR UNION GAS (UGOE01)

UGOE01 -C PROMARK FOR UNION GA

System Clears

- Class of Excavator
- Type of Property
- Type of Activity
- Method of excavation
- Generates a record but no locate is required or transmitted
 - eg: Installing Fence Posts by Acme Fencing Ltd on private property
 - eg: Homeowner planting trees on boulevard no more than 12 inches deep

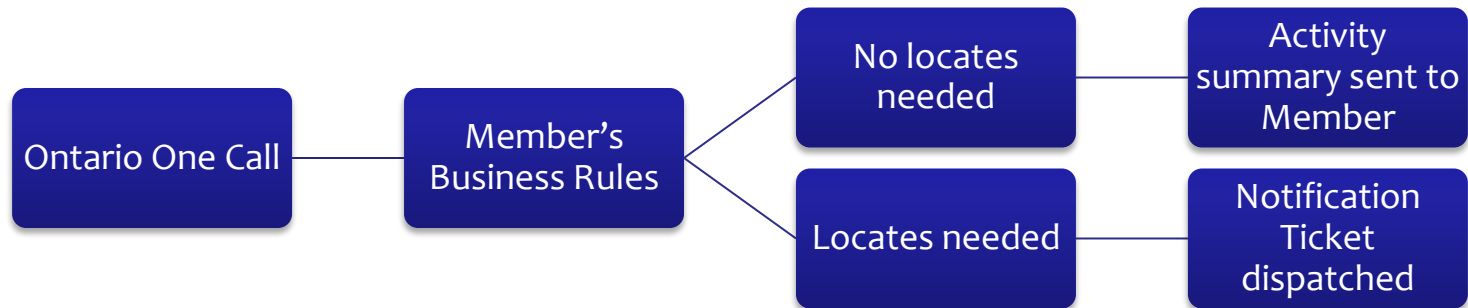
Suppressions

- Specific to excavator
- Often the plant owner also excavates
- Separate Contractor ID linked to digging activity
- Generates a record but no locate is required or transmitted
 - eg: Bell Canada, Union Gas, and Enbridge Gas authorize Aecon to perform locates for all types of work Aecon does for Bell.

Alternate Locate Agreement (ALA)

- Specific to excavator
- Written agreement between excavator & plant owner
- Separate Contractor ID linked to digging activity
- Generates a record but no locate is required or transmitted
 - eg: Bell Canada permits ABC Landscapers Ltd to **grind up tree stumps** without a physical locate, however **tree planting** require a locate.

Business Rule filters



Notifications

- Ontario One Call ticket:
 - Unique 10 digit number
 - Time stamp of request (in)
 - Time stamp of notification (out)
 - Contact info for excavator
 - Location of excavation
 - Type of activity
 - Public/Private or both

Notifications

- Ontario One Call ticket:
 - Method of excavation
 - Maximum depth of excavation
 - Mark & Drop, Mark & fax or site meet
 - Whether the excavation area has been marked with paint or flags
 - Notes (up to 400 characters)
 - Urgency of locate

Sample Ticket

Contact Info

Ticket Number

Dig location

Work Details

Additional Notes

ONTARIO ONE CALL
Header Code: STANDARD

NOTICE OF INTENT TO EXCAVATE
Ticket No: 20111312362
Update of: 20111312362
Seq. No: 0

Send To: Seq No: 0000 Map Ref:
Original Call Date: 03/26/2011
Transmit Date: 03/26/2011
Work to Begin Date: 04/04/2011

Time: 03:40:38 PM OP:
Time: 03:42:09 PM
Time: 08:00:00 AM

Company: HOMEOWNER
Contact Name: JEFF HITCHCOCK
Alternate Contact: DEVIN BAGGS
Best Time to Call: 5PM-9PM
Cell Phone: (226)971-2411
Caller Address: 48 IRONWOOD RD
GUELPH, WELLINGTON, ON N1G 4G1
Email Address: jhitchcock@accu-link.ca

Contact Phone: (226)971-2411
Altern. Phone:
Fax No:
Pager No:

Reg/County: WELLINGTON
Address: 48 IRONWOOD RD
Lot/Unit#: 48
To Address:
Nearest Intersecting Street: EDINBURGH RD S
2nd Intersecting Street: WALMAN DR
Community: GUELPH
Nb of Segments: 1
WAP No:
Latitude: 43.51604775
Longitude: -80.23038250

Work Extent/Locn: W1103261519300 LANDSCAPING, GARDENING AND
INSTALLING PLANTING BOXES - AIM FENCING - MARK
FROM FRONT P/L INSIDE FENCE LINE TO REAR P/L AND
FROM P/L TO P/L - S/SD OF ST - NOT A CORNER LOT -
PLS MARK & EMAIL. FRONT, SIDE, BACK

Remarks:
Type of work: LANDSCAPING YES
Public property: YES
Private property: YES
Directional Drilling: NO
Mark & Fax: NO
Site Meet Req.: NO

Work Being Done For:
Sending to: (listing of utilities tkt sent to)
BCOW01 G-TEL FOR BELL CANAD GHY01
UGOW01 G-TEL FOR UNION GAS
Note: -C = Cleared, -S = Supressed, -L = Lookup center cleared, -A = Alternate Locate

Depth: 3.00 FT
Area is Not Marked: NO
Premarked: YES
Machine Dig: YES
Hand Dig: YES

Notification Tickets

- Routing factors:
 - Time/Day
 - Holiday vs work day
 - Type of activity
 - Specific block of time (Vacation)
 - Fax, Email or FTP
 - Bcc and cc.
 - Maximum of 24 hours throughput.
- LSP can use online utility to report back locate is completed; excavator can monitor.

Emergency Service

- Emergency calls always answered first
- Agent qualifies call: loss of an essential service (eg: heating) or personal danger
- Ticket transmitted within 15 minutes
- Customized escalation protocol until positive response received
- Specific action required by LSP or Utility within 2 hours

Benefits of Registration

- ✓ Better consumer and excavator relations
- ✓ Reduction in non-essential locates
- ✓ Increased awareness of digging activity in the area
- ✓ Improved digging safety; less damage events

Benefits of Registration

- ✓ Increased worker safety
- ✓ Increased public safety
- ✓ Reduction in damage to underground infrastructure
- ✓ Reduction in liability from damage events

Benefits of Registration



- ✓ Reporting provides positive proof due diligence was followed
- ✓ Simple, easy, cost effective concept to market to your consumer base
 - Consistent standardized locate information
 - Increased efficiency

ON1Call is:

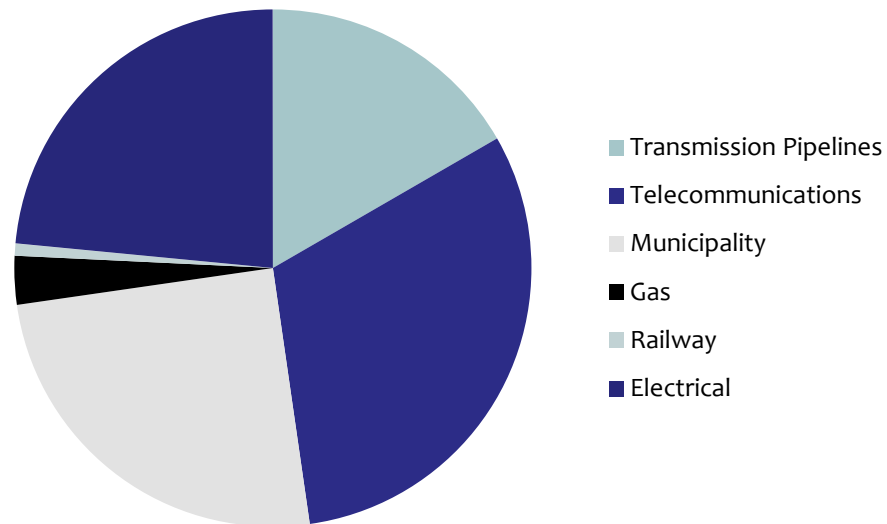
Accountable:

- Transparent organization
- Not for profit organization
- Member-driven
- Board of directors elected by members
- Records available for 7 years

ON1Call is:

Adaptable:

- Involved with every Industry group



ON1Call is:

Experienced:

- Started in 1996 with 3 members



- In 2011, have over 150 members
- Constantly evolving to meet members' needs

Costs

- Standard set-up fee of \$1,000 plus HST
- Includes mapping/database for initial set-up

Standard Service	Per Unit Member	Municipal Member*
Notification	\$1.60	\$0.00
Service Enhancements		
All Clear	\$2.10	\$0.00
System Filters	\$2.10	\$0.00
ALA & Suppressions	\$1.60	\$0.00
Emergency Dispatch	\$2.75	\$0.00

*: municipal rates are effective until Dec 31 2013; apply to basic water, sewer, lighting, traffic services only.

Reporting

- Standard
 - Daily
 - Summary of all day's notification on behalf of member
 - Monthly
 - Month's
 - Online
 - Member can view any ticket content and status
- Optional
 - Customized reports can be developed at \$55 per hour

Questions?

